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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678 Confirmation No.: 1936
Applicant(s): Hein *et al.*
Filed: September 7, 2000
Art Unit: 3621
Examiner: Bayat, Bradley B.
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935
Customer No.: 00826

Mail Stop Non Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**AMENDMENT
37 C.F.R. § 1.121**

Sir:

In response to the Office Action dated March 10, 2004, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

RTA01/2156236v1

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DATE: June 8, 2004

TO: Examiner Bradley B. Bayat - USPTO

FROM: Kevin R. Lyn

In re: Hein *et al.* Confirmation No.: 1936

Appl. No.: 09/656,678 Group Art Unit: 3621

Filed: September 7, 2000 Examiner: Bayat, Bradley B.

For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD

Please see the attached Amendment (14 pages) in reference to the above-identified U.S. patent application.

NO. OF PAGES:
(Including cover page)

15

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